AFAP CONFERENCE 2004

26 April – 30 April 2004

Strength * Unity * Well-Being

Fort Detrick MWR
Serving America's Military

Report Out Session

Fort Detrick, Maryland

Army Community Service
Self-Help-Service-Stability

Army Family Action Plan Conference

Group 1
Youth Group

Spokesperson:
Elijah Simmons
Tiesha Devore

Fort Detrick 2004 AFAP Conference Issue #1

ISSUE: Middle and Teen Food Program

SCOPE: There are no appropriate food guidelines for the Middle and Teen program to follow. Child and Youth Services (CYS) follows the USDA guidelines designed for children 12 and under. Insufficient meals and portions leave them hungry and unsatisfied.

RECOMMENDATIONS:

1. Create Middle and Teen food program, providing food and age appropriate to follow.
2. Use money from Middle and Teen Program to purchase and increase the variety of food.
3. Obtain and implement group input for quarterly meal menus.

Fort Detrick 2004 AFAP Conference Issue #2

ISSUE: Inadequate Pathway from Teen Center to YS Main Building

SCOPE: Current pathway consists of broken concrete, making it hazardous to walk between buildings. Teens are walking around dumpsters and through parked and moving cars at the gas station to avoid the broken concrete. This causes a problem for the teens walking to the main building.

RECOMMENDATIONS:

1. Pave the broken concrete.
2. Relocate the dumpsters out of the pathway.
3. Create and enforce a <u>"No Parking"</u> zone in front of the Teen Center.

Fort Detrick 2004 AFAP Conference Issue #3

ISSUE: Obsolete Computer Systems in YS Computer Labs

SCOPE: Newly purchased and donated software is incompatible with the current operating system. These office-based computers are not designed for the multitasking technology of playing games, using the internet and music based programs. Youth options are limited by the lack of upgraded computer system technology while working in the labs.

RECOMMENDATIONS:

1. Install new computers capable of running software for Windows XP.
2. Partner with "Dell" or another computer manufacturer to

Fort Detrick 2004 AFAP Conference Issue #4

ISSUE: Limited Internet Access at Youth Services

SCOPE: Due to Youth Services utilizing the Local Area Network, access to popular youth based sites such as “Cartoon Network,” “Launch.com,” and “Hotmail” is limited. Youth are unable to access websites in a timely manner. When using the internet, youth are constantly hitting firewalls and are frequently knocked off.

RECOMMENDATIONS:

1. Replace the current Local Area Network with a private Internet Service Provider

Fort Detrick 2004 AFAP Conference Issue #5

ISSUE: Shortage of Bathroom Facilities at Youth Services

SCOPE: Youth Services does not have enough bathroom space, stalls or urinals for patrons. There are only three stalls for girls and only two urinals and two stalls for boys in the Youth Center. It is uncomfortable for children waiting to use the bathroom or change clothes.

RECOMMENDATIONS:

Group 1 - Youth

1. Renovate current bathrooms increasing number of stalls and urinals.
2. Add an additional bathroom in the Teen Center.

Group 1

Five Most Valuable Services:

1. Youth Services
2. AAFES
3. Gym
4. Commissary
5. Bowling Alley

Army Family Action Plan Conference

Group 2
MWR Consumer Services, AAFES and Commissary

Spokesperson:
Kiki Powell

Fort Detrick 2004 AFAP Conference Issue #1

ISSUE: Subsidized Childcare

SCOPE: There is not enough childcare at Fort Detrick to accommodate the community. Currently, individuals on waiting lists are forced to pay higher rates for childcare off-post. Soldiers incur financial hardship. This directly affects retention of Soldiers when they have to use off post facilities.

RECOMMENDATIONS:

1. Issue statements of Non-Availability for Soldiers on the waiting list and subsidize the higher off-post childcare fees.
2. Subsidize shift worker childcare fees to reflect on-post costs.
3. Vigilantly recruit FCC providers to accommodate the high demand of shift care workers.

Group 2 – MWR, Consumer Services, AAFES and Commissary

Fort Detrick 2004 AFAP Conference Issue #2

ISSUE: Coach Cleaners

SCOPE: Due to the limited knowledge of "Coach Cleaners" patches and rank are not correctly sewn on uniforms. Uniforms aren't properly starched and cleaned. The prices being charged are too costly for the low quality of service received.

RECOMMENDATIONS:

1. Prevent current contractors from renewing contract due to substandard service.
2. Mandate new contracts to provide services in accordance with Army Regulation (AR) 670-1 and current command policy.
3. Recruit "secret shoppers" to validate quality of service.

Fort Detrick 2004 AFAP Conference Issue #3

ISSUE: Post Office

SCOPE: There is no post office on Fort Detrick. The post office on 7th Street is not conveniently located to address the needs of Fort Detrick. Due to high volume usage and demand of the 7th Street post office, it is an inconvenience to utilize the facility in a timely manner.

RECOMMENDATIONS:

1. Allocate space in new PX to accommodate a full-service post office.
2. Convert an unused building into a post office.
3. Reinstall U.S. Postal drop boxes throughout the installation.

Group 2 – MWR, Consumer Services, AAFES and Commissary

Fort Detrick 2004 AFAP Conference Issue #4

ISSUE: Installation Activities

SCOPE: Advertisements of events are not being disseminated to all segments of the fort Detrick Community. All Soldiers are not aware of installation activities.

Funds are not being utilized on scheduled events due to little or no participation.

RECOMMENDATIONS:

1. Survey and focus MWR activities towards age groups and interest of community.
2. Direct commanders to enforce attendance to MWR meetings so that information can be disseminated.
3. Ensure that commanders, unit representatives and alternates are included on the distribution list.

Fort Detrick 2004 AFAP Conference Issue #5

ISSUE: Inadequate Fitness Center Hours

SCOPE: The Fitness Center closes too early on Saturdays and Sundays.
Currently the Fitness Center is open from 0700 – 1500 hours on Saturdays and
Sundays. The limited hours of operation force patrons to seek and pay for off
post fitness centers.

RECOMMENDATIONS:

1. Extend weekend closing to 2200 hours.
2. Move Staff Duty NCO area of operation to the Fitness Center.
3. Recruit volunteers to staff Fitness Center during extended hours.

Group 2 – MWR, Consumer Services, AAFES and Commissary

Fort Detrick 2004 AFAP Conference Issue #6

ISSUE: Operation of Self-Help

SCOPE: The hours of the current Self-Help service are during times when Soldiers are either at physical training (PT) or at work. Current hours are 0730 – 1530 Monday through Friday. They are also closed during the time Soldiers take lunch. The services provided and listed are not available due to lack of funding. The current services and hours of operation do not provide adequate time to utilize the facility.

RECOMMENDATIONS:

1. Extend hours of operation to 1800 (including 0800 – 1200 on Saturday) to accommodate Soldiers' availability.
2. Establish guidelines and personnel to provide these

Group 2 – DPW, Consumer Services, AAFES and Commissary

Group 2

Five Most Valuable Services:

1. Medical/Dental
2. Commissary
3. Child Care
4. ACS
5. Housing/Barracks

Army Family Action Plan Conference

Group 3
Education, Medical, Dental, TRICARE, Military Personnel, Housing and Entitlements

Spokesperson:
Melissa Hunter

Fort Detrick 2004 AFAP Conference Issue #1

ISSUE: Military Retirement Taxation

SCOPE: Military pension is taxed by federal and most state governments.
Thus taxation is based upon the state in which the retiree resides. Taxation of the
retirement pay could result in financial hardship which in turn may cause retirees
and families to be dependent on social programs.

RECOMMENDATION:
1. Eliminate federal, state and local taxation on military retirement pay.

Group 3 – Education, Medical, Dental, TRICARE, Military Personnel, Housing and Entitlements

Fort Detrick 2004 AFAP Conference Issue #2

ISSUE: Basic Allowance for Housing (BAH)

SCOPE: BAH for Fort Detrick is not comparable to the cost of living. Frederick county is one of the fastest growing counties in the country. In Frederick county, the cost of living has increased 15% over the last year. Soldiers and families are forced to pay out of pocket costs or live in sub-standard housing and areas, thus reducing the quality of life.

Group 3 – Education, Medical, Dental, TRICARE, Military Personnel, Housing and Entitlements

RECOMMENDATIONS:

1. Increase BAH to be comparable with the National Capital Region.
2. Authorized COLA for Fort Detrick Servicemembers

Fort Detrick 2004 AFAP Conference Issue #3

ISSUE: Tuition Cap

SCOPE: The current cap of $250.00 per credit hour with a maximum of $4500.00 per year does not meet the cost for colleges and universities. While tuition has increased annually, the tuition assistance cap has not. This hinders the opportunity for Soldiers to further their education. By raising the cap, it will encourage completion of higher-level education and enhance the opportunity for promotion, job skills and marketability.

RECOMMENDATIONS:

1. Make the tuition cap based upon the geographical area.
2. Increase budget to offset educational participation by

Fort Detrick 2004 AFAP Conference Issue #4

ISSUE: Incoming Calls to Health Clinic

SCOPE: The current phone system cannot accommodate more than two phone calls. The current system is frustrating to the customer. The two incoming lines are frequently busy which makes it difficult to reach the nurses' station This causes customers to repeatedly call back which effects morale, man-hours and possibly mission.

RECOMMENDATIONS:

1. Establish more lines.
2. Establish a holding system to service customers in a timely manner.
3. Hire telephone operators to answer phones at the health clinic.

Group E-3, Education, Medical, Dental, TRICARE, Military Personnel, Housing, and Entitlements

Fort Detrick 2004 AFAP Conference Issue #5

ISSUE: Heating in Government Quarters

SCOPE: The heating in housing and barracks is insufficient. Service calls and repairs are not met in a timely manner. This forces some Soldiers and family members to purchase space heaters. This out of pocket expense could be a financial burden as well as a safety hazard. Inoperable and inadequate heating effects health, physical safety and possibly morale.

RECOMMENDATIONS:

1. Perform routine preventative maintenance to include replacing sub-standard heating units.
2. Respond to emergency service calls within one hour.

Fort Detrick 2004 AFAP Conference Issue #6

ISSUE: Temporary Lodging

SCOPE: Lodging is uninhabitable due to infestation of bugs, rodents, molds and unserviceable furniture. Living in these sub-standard conditions can cause health risks and the spread of disease. Unserviceable, out-dated furniture can cause physical injury and promote negative health issues. Temporary lodging is an embarrassment to this "Community of Excellence."

RECOMMENDATIONS:

1. Build new temporary lodging to replace existing structures.
2. Fumigate and renovate current lodging.
3. Establish a contract with local hotel to provide lodging.

Group 3 – Education, Medical, Dental, TRICARE, Military Personnel, Housing and Entitlements

Group 3

Five Most Valuable Services:

1. Commissary
2. Medical and Dental
3. Education Center
4. ACS
5. AAFES

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Group 4
Force support, Safety, Installation Services and Civilian Personnel

Spokesperson:
Nancy Kepler

Fort Detrick 2004 AFAP Conference Issue #1

ISSUE: Site R Shuttle Service

SCOPE: Single Soldiers residing in the barracks are mandated to ride the shuttle van, yet transportation is not being adequately provided. Soldiers are being left behind and are unable to report to duty in a timely manner. In addition, there is No service provided on the weekends. Providing transportation will prevent disciplinary action, decrease financial strain and increase productivity.

RECOMMENDATIONS:

1. Amend the policy to permit any Soldier requiring transportation to Site R be allowed to ride the shuttle.
2. Require Soldiers to contact Charge of Quarters (CQ) daily

Fort Detrick 2004 AFAP Conference Issue #2

ISSUE: Security at the Gates

SCOPE: The current security gate guards are not checking ID's or vehicles thoroughly. Fort Detrick is currently at Threat Condition Bravo, but the security guards are not operating at the appropriate Threat Condition levels. Inadequate security procedures threaten mission accomplishment and public safety.

RECOMMENDATION:

1. Upon expiration of current contract, request the following:
   a. 0-85 series trained security guards
   b. Quarterly training on security procedures
   c. Hire sufficient personnel to ensure that guards are not standing gate guard for over five hours

Fort Detrick 2004 AFAP Conference Issue #3

ISSUE: Inclement Weather Notification

SCOPE: Post delays due to inclement weather are not being publicized in a timely manner. The inclement weather line and Fort Detrick website do not correspond with one another. Fort Detrick personnel are put at risk due to the lack of conveyance of weather conditions.

RECOMMENDATIONS:

1. Notification should begin with the weather line followed by the Fort Detrick webpage.
2. Advertise post delays and closings on all major television and radio networks.

Fort Detrick 2004 AFAP Conference Issue #4

ISSUE: Mandatory Training for Civilian Supervisory Personnel

SCOPE: Fort Detrick does not require supervisors to attend training as directed by Department of the Army. Employee and Supervisor relations suffer due to the inadequacy of training. Employee productivity, morale and attendance are negatively impacted.

RECOMMENDATION:

1. Enforce mandated training from the Department of the Army for all supervisors on Fort Detrick.

Fort Detrick 2004 AFAP Conference Issue #5

ISSUE: Parking Shortages on Military Installations

SCOPE: Architectural Engineering Instruction Design Criteria for parking is based on 1970 statistical data, not current figures. Therefore, installation parking is only funded at 70% to 80% of the building capacity. As a result, it leads to illegal parking and environmental damage.

RECOMMENDATION:

1. Amend the Architectural Engineering Instruction Design Criteria to fund parking at 100%.

Fort Detrick 2004 AFAP Conference Issue #6

ISSUE: Courtesy of the American Flag

SCOPE: Not all civilians are stopping to pay respect to the American Flag.
Soldiers are required to stop their vehicles to render honors. Soldiers are put at
risk and shown disrespect when civilians do not stop during Reveille and Retreat.

RECOMMENDATIONS:

1. Establish an Installation Policy Letter to ensure that Fort Detrick personnel pay the proper respect to the American Flag.
2. Upgrade the sound system so all areas of Fort Detrick can hear Reveille and Retreat.

Group 4

Five Most Valuable Services:

1. Commissary
2. Medical
3. Fitness Center
4. ACS
5. DCTEE

Top 5 Most Critical Issues

(From 2004 AFAP)

1. Basic Allowance for Housing (20)
2. Military Retirement Taxation (13)
3. Courtesy to the American Flag (12)
4. Subsidized Childcare (11)
5. Incoming Calls to the Health Clinic (10)

Top 5 Most Valuable Services
(From 2004 AFAP)

1. AAFES (23)
2. Commissary (22)
3. Medical (19)
4. DCTEE (18)
5. Childcare (16)